Volvo On Call

Dealer Portal User Guide

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WirelessCar

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WirelessCar

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Introduction

Overview

This document is a user guide describing the interface and functionality of the Volvo On Call (VOC) Dealer Portal for a dealer or a dealer agent.

The dealer or dealer agent can use this document to find information about the VOC Dealer Portal, as well as get instructions of how to use the VOC Dealer Portal in order to:

- Get a user account
- Activate and deactivate units
- Add and remove subscriptions
- Update customer information
- View expiring subscriptions
- Contact helpdesk

What's new in the Dealer Portal?

In the latest version of the Dealer Portal you will find that some updates have been made to the *Customer Administration form* and the way that vehicle searches can be performed.

Customer Administration Form

The *Customer Administration Form* is available when adding a new Volvo On Call customer and editing existing customers. From the first week of November, 2013 all new Volvo On Call customers are required to have an E-mail address registered via the Dealer Portal. This is to support Volvo Car Corporation's rollout of VolvoID – a single account for all services – and will aid in mapping a Volvo On Call subscriber to the VolvoID that the user has set up on the web. When entering this information, please take care to enter the email that the customer has used, or will use, to create their VolvoID account.

New address fields have also been added to the form. We've moved from having four generic address fields to having four generic address fields in addition to a city field, state/district field and a postal code field. The new address form allows for the collection of data in a more structured way. Steps to structure address information and remove redundant fields have been taken in order to support the integration and exchange of this data between several Volvo systems in the coming software releases. This will enhance the customer's experience since updates to data in one system will be visible in other systems.

Vehicle Search Results

When a vehicle is associated with a customer, the search for the vehicle will only be successful when the dealer performing the search is in the same market as the vehicle. However, when the vehicle has not been associated with a customer – for instance, a new vehicle or one for which the customer association has been deleted – it is visible in the search results, no matter which dealer has performed the search. This behavior has been added since it is not possible for you, as a dealer in a specific market to change the vehicle's registration country. In order to associate the Volvo On Call subscription to a new owner in a different market, the customer data from the original owner must be deleted by a dealer in the original registration market. Following this, a dealer in new registration market can add a customer to the vehicle. The vehicle's registration country will automatically be updated to the dealer's home market.

System requirements

The VOC Dealer Portal requires Internet Explorer, version 6.0, 7.0 or 8.0.

Cookies

The VOC Dealer Portal uses cookies.

A cookie is a message sent by the VOC Dealer Portal web server to be saved in a small text file on your web browser. The message is then sent back to the server each time your browser requests a page from the VOC Dealer Portal web server. Therefore the next time you visit the VOC Dealer Portal it "knows" that you have visited the web site before.

The cookie is used for authenticating, identifying and maintaining specific information about you as a user, such as site preferences.

If cookies are not accepted

When you attempt to view the VOC Dealer Portal web page, you may receive an error message similar to the following message:

> Not accepting cookies

This behaviour can occur if the option to allow cookies is disabled in your web browser.

▶ **To enable cookies in Microsoft Internet Explorer 6.0+**

1. On the **Tools** menu, select **Internet Options**.
2. Click the **Privacy** tab.
3. Under the heading **Settings**, click **Default** (or manually slide the bar down to **Medium**).
4. Click **OK**.

For instructions on how to enable cookies in other web browsers, see http://www.google.com/cookies.html

Volvo On Call (VOC)

The Volvo On Call service package

Historically, Volvo on call has been offered in two separate packages, the Safety package– encompassing the vehicle-centric services such as On Call, SOS and Crash Notification – and the Security package, including services such as theft notification, stolen vehicle tracking and remote door unlock.

From 2011 year models, "Volvo On Call" exists as a single service package. Customer's purchasing vehicles of model year 2011 or later which are equipped with Volvo On Call shall automatically receive a two year initial subscription in Europe. The services that are included depend on the market. As a dealer, you will only be able to select one service package when activating new subscriptions.

In most countries where Volvo On Call is offered, customers may have access to the following services:

- On Call
- Crash Notification
- SOS
- Remote Heater Start
- Remote Door Unlock
- Theft Notification
- Stolen Vehicle Tracking
- Remote Vehicle Immobilisation
- Unauthorised Driver Detection/Unauthorised Movement Detection

The VOC Dealer Portal will support both the historical and new service packages until that time when all customers have been "migrated" to the new service package. Customers who have one or more of the previous service packages (Safety and/or Security), will maintain those packages until the date at which they expire – or until subscription renewal – when the new Volvo On Call subscription package, applicable to the registration country, will apply.

Original Service Package Subscriptions

During the transition phase between the old subscription types and new, the Dealer Portal will support both. Below you will find information about the old subscription types.

Safety Package

The safety package is standard when a customer purchases Volvo On Call. The safety package consists of the following services:

- On Call
- SOS
- Crash Notification

These services are vehicle-centric, meaning that the safety package is associated with the vehicle. The services can be used by anyone using the vehicle.

Security Package

The security package includes the following services:

- Remote Door Unlock
- Theft Notification
- Stolen Vehicle Tracking

These services are customer-centric, meaning that the customer must authorize the Volvo On Call customer service centre to initiate and/or terminate these services once the security package is added. Authorization is given in the form of a customer selected password which is determined at the time of the activation call.

Accessing the VOC Dealer Portal

Dealer

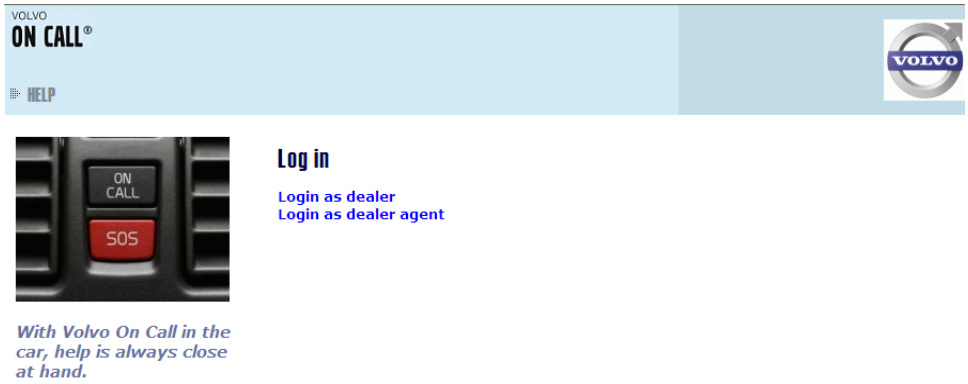
The procedures for obtaining a user account differ between dealers and dealer agents. For information of how to sign up and get a user account if you are a dealer agent, see Chapter *Dealer agent* on page 9.

Signing up as dealer

In order to access the VOC Dealer Portal you must have a user account. The first time you access the VOC Dealer Portal you must request a dealer account by contacting helpdesk and providing your dealer information.

▶ **To sign up for a new user account**

1. Open the VOC Dealer Portal at https://voc.wirelesscar.net/voc.



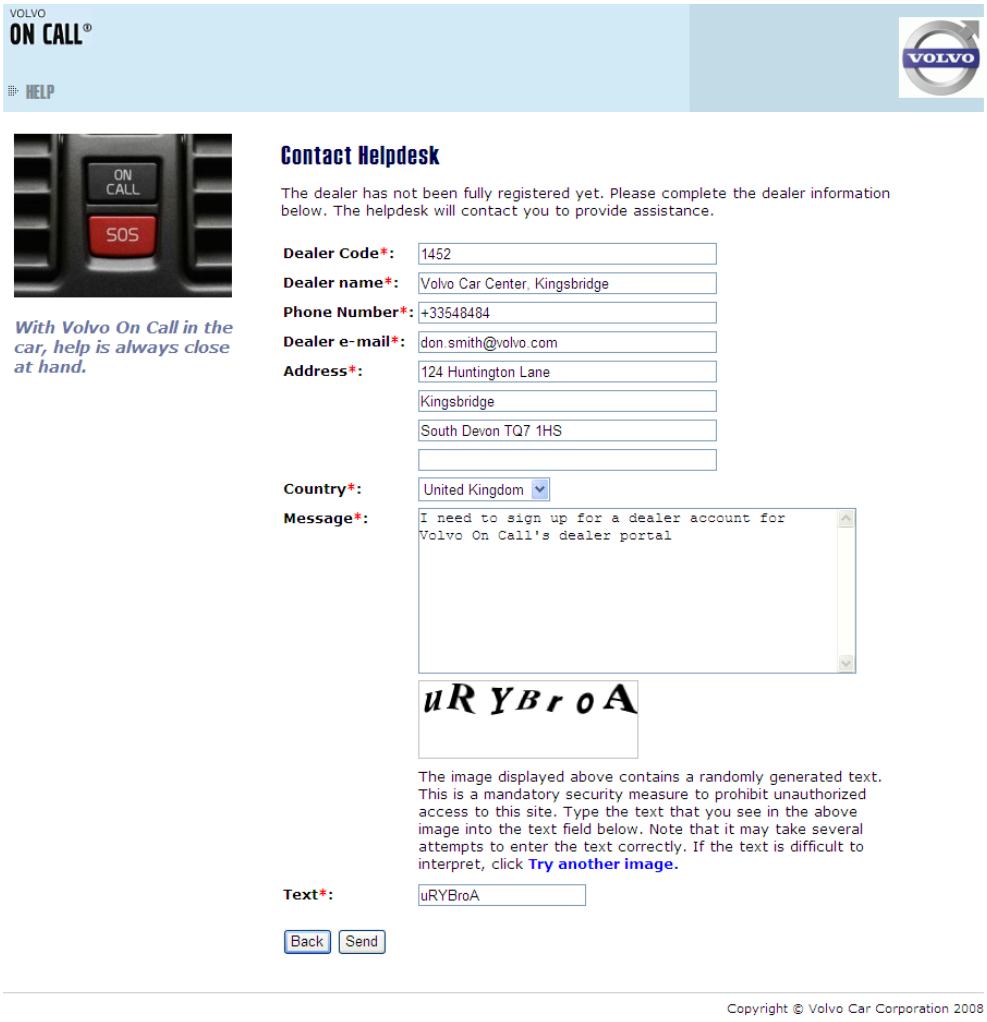
The VOC Dealer Portal login page is displayed.

2. Click **Login as Dealer**.

3. Select your language and country and type your dealer code.

Note! If you have lost your dealer code you will have to contact helpdesk for a new code, as described in Chapter *Lost dealer code* on page 11.

4. Click **Next**.


VOLVO
ON CALL®
HELP
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Contact Helpdesk
The dealer has not been fully registered yet. Please complete the dealer information below. The helpdesk will contact you to provide assistance.
Dealer Code*: 1452
Dealer name*: Volvo Car Center, Kingsbridge
Phone Number*: +33548484
Dealer e-mail*: don.smith@volvo.com
Address*: 124 Huntington Lane
Kingsbridge
South Devon TQ7 1HS
Country*: United Kingdom
Message*: I need to sign up for a dealer account for Volvo On Call's dealer portal
uRYBroA
The image displayed above contains a randomly generated text. This is a mandatory security measure to prohibit unauthorized access to this site. Type the text that you see in the above image into the text field below. Note that it may take several attempts to enter the text correctly. If the text is difficult to interpret, click Try another image.
Text*: uRYBroA
Back
Send
Copyright © Volvo Car Corporation 2008

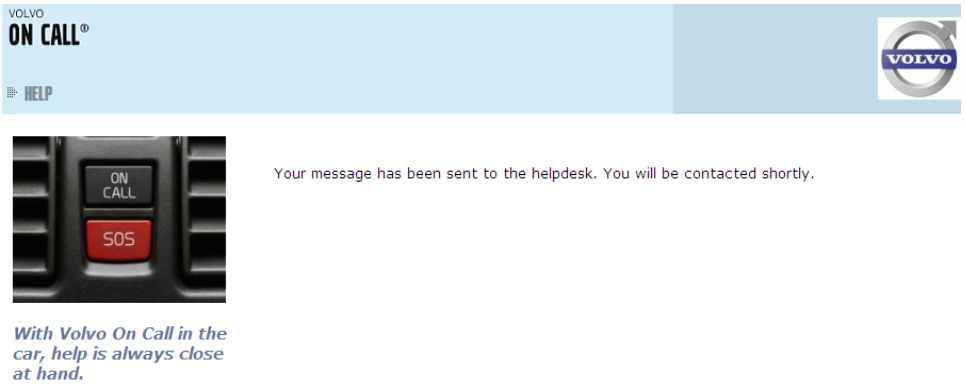
A page is displayed where you enter the contact information for your company (fields marked with * are mandatory).

5. Type your company e-mail address, phone and address (the phone number must be written in the form +4631987654).
6. You may enter a message for the helpdesk personnel if necessary.

   The mandatory security check ensures that an actual person is registering by requiring the user to read and re-enter a randomly generated text, displayed as an image, on the sign up form. This prevents false registrations and unauthorized access to the portal.
7. In the **Text** field, type the text you see in the image.

Note! It may take you a few attempts to get it right. If the text is difficult to interpret, click the link **Try another image**, and a new text appears.

8. Click **Send**.


VOLVO
ON CALL®
HELP
ON CALL
SOS
Your message has been sent to the helpdesk. You will be contacted shortly.
With Volvo On Call in the car, help is always close at hand.

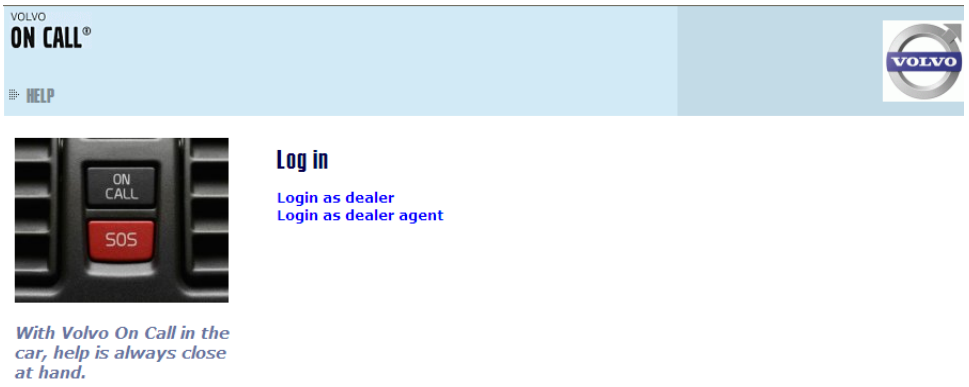
You receive a confirmation that your information has been sent to helpdesk.

Helpdesk will enter your information into Volvo On Call's system and notify you with your password when your user account is ready for use.

Logging in as dealer

▶ **To log in to the VOC Dealer Portal**

1. Open the VOC Dealer Portal at https://voc.wirelesscar.net/voc.

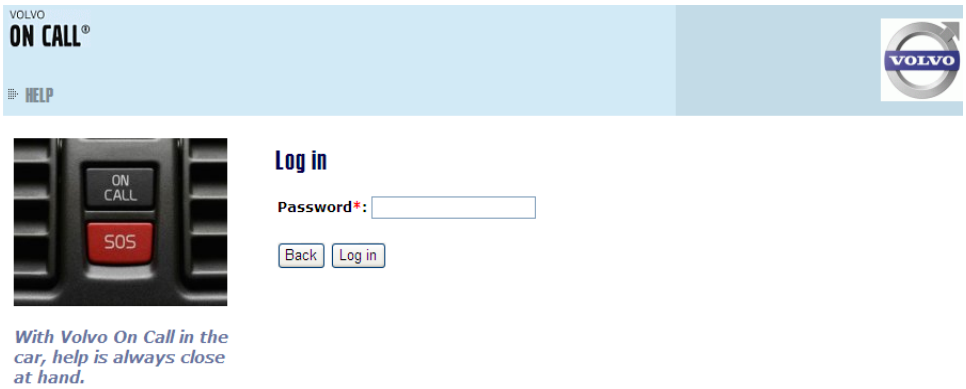


The VOC Dealer Portal login page is displayed.

2. Click **Login as dealer**.

3. In the **Language** field, select the language for your Dealer Portal window.
4. In the **Country** field, select which country you are in.

5. Enter your dealer code in the **Dealer Code** field.
6. Click **Next**.



7. In the **Password** field, type your login password.
8. Click **Log in**.

The VOC Dealer Portal start page is displayed.

Dealer agent

A Dealer Agent helps dealers to perform Volvo On Call subscription tasks, like managing subscriptions and updating customer information. The Dealer Agent belongs to a market (country) and may login on behalf of any dealer in that country.

The sign up procedure for a dealer agent differs from the sign up procedure for a dealer. For information of how to sign up and get a user account if you are a dealer, see Chapter *Dealer* on page 6.

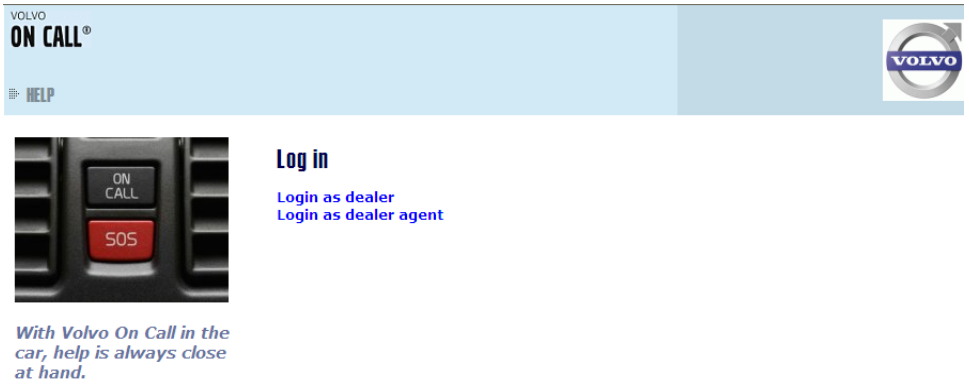
Signing up as dealer agent

In order to access the VOC Dealer Portal you must have a user account. To obtain a user account contact WirelessCar's helpdesk at helpdesk@wirelesscar.biz.

Logging in as dealer agent

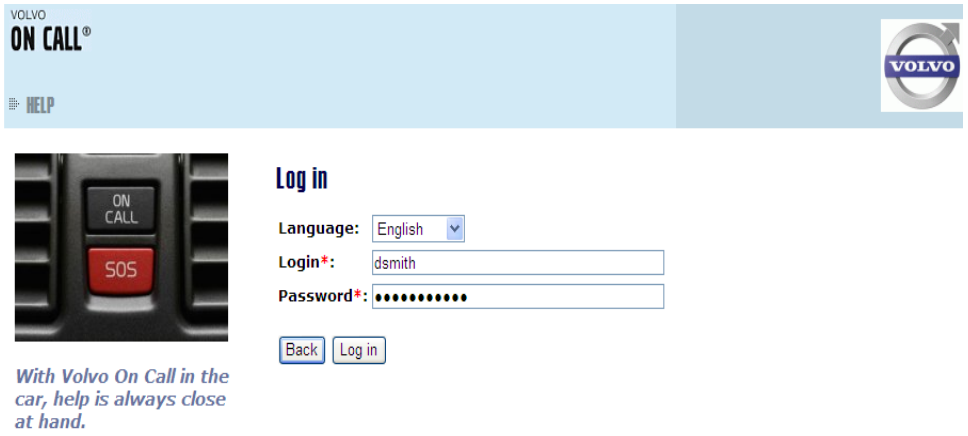
▶ **To log in to the VOC Dealer Portal**

1. Open the VOC Dealer Portal at https://voc.wirelesscar.net/voc

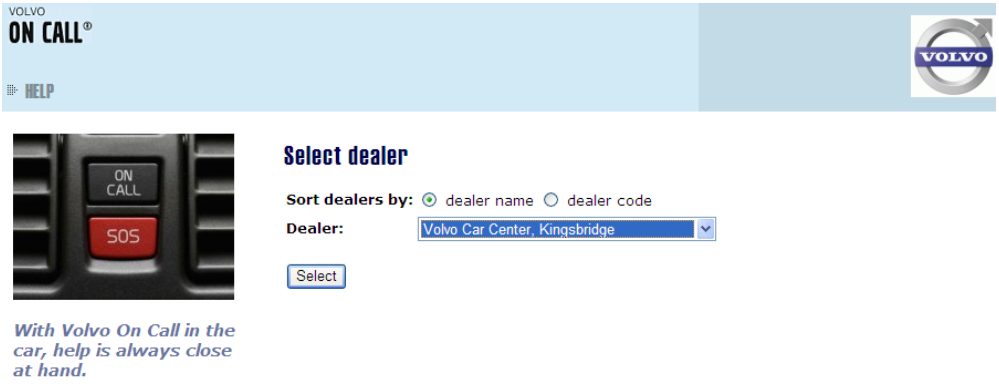


The VOC Dealer Portal login page is displayed.

2. Click **Login as dealer agent**.



3. Select the language for your VOC Dealer Portal window.
4. Type your user name (login) and your password.
5. Click **Log in**.



6. Click one of the **Sort dealers by** option buttons to select how the dealer list is to be sorted.
7. Select the dealer.
8. Click **Select**.

VOLVO
ON CALL®
VOLVO ON CALL
ADMINISTRATION
HELP
LOGOUT
Logged in as Volvo Car Center -DD
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Welcome
Volvo On Call is a core part of Volvos philosophy on an uncompromised approach to safety. With Volvo On Call in the car, help is always close at hand. The systems integrated GSM telephone with a built-in GPS unit for satellite positioning is at the core of the system. A press of a button is all that is needed to get in touch with the Volvo On Call centre, where you will receive the assistance required.
Activate the volvo On Call Package on a vehicle by selecting "Activate Unit" from the menu "VOLVO ON CALL".
Copyright © Volvo Car Corporation 2008

The VOC Dealer Portal start page is displayed.

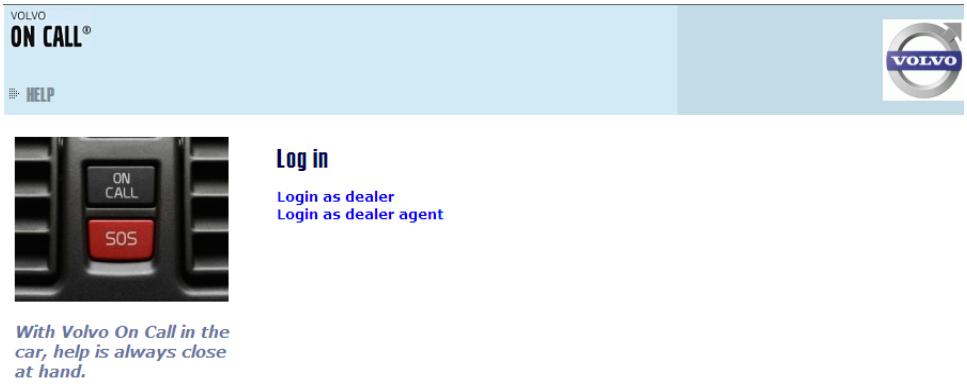
Having signup problems

Lost dealer code

During the sign up procedure you have to type your dealer code. If you have lost your code, please follow the instructions below.

▶ **To contact helpdesk for a new dealer code**

1. Open the VOC Dealer Portal at https://voc.wirelesscar.net/voc



The VOC Dealer Portal login page is displayed.

2. Click **Login as dealer**.

3. Select your country, and type any combination of letters or digits in the dealer code field.
4. Click **Next**.

VOLVO
ON CALL®
HELP
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Contact Helpdesk
No dealer was found that matched the supplied dealer code and country. Please enter the dealer information. The helpdesk will contact you to provide assistance.
Dealer Code*: xxxx
Dealer name*:
Phone Number*:
Dealer e-mail*:
Address*:
Country*: United Kingdom
Message*:
The image displayed above contains a randomly generated text. This is a mandatory security measure to prohibit unauthorized access to this site. Type the text that you see in the above image into the text field below. Note that it may take several attempts to enter the text correctly. If the text is difficult to interpret, click Try another image.
Text*:
Back
Send
Copyright © Volvo Car Corporation 2008

A page is displayed where you can enter and send your contact details to helpdesk (fields marked with * are mandatory).

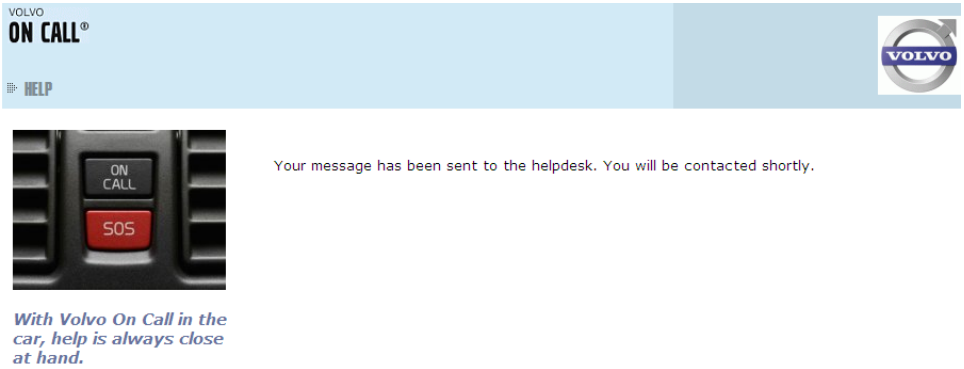
5. Type your contact information and message to helpdesk, for example “I have lost my dealer code.” (the phone number must be written in the form +4631987654).

The mandatory security check ensures that an actual person is registering by requiring the user to read and re-enter a randomly generated text, displayed as an image, on the sign up form. This prevents false registrations and unauthorized access to the portal.

6. In the **Text** field, type the text you see in the image.

Note! It may take you a few attempts to get it right. If the text is difficult to interpret, click the link **Try another image**, and a new text appears.

7. Click **Send**.


VOLVO
ON CALL®
HELP
ON
CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Your message has been sent to the helpdesk. You will be contacted shortly.

You receive a confirmation that helpdesk will contact you.

Using the VOC Dealer Portal

The Main menu

When you have logged in to the VOC Dealer Portal, the start page is displayed, with the **Main** menu.

VOLVO
ON CALL®
VOLVO ON CALL
ADMINISTRATION
HELP
LOGOUT
Logged in as Volvo Car Center -DD
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Welcome
Volvo On Call is a core part of Volvos philosophy on an uncompromised approach to safety. With Volvo On Call in the car, help is always close at hand. The systems integrated GSM telephone with a built-in GPS unit for satellite positioning is at the core of the system. A press of a button is all that is needed to get in touch with the Volvo On Call centre, where you will receive the assistance required.
Activate the volvo On Call Package on a vehicle by selecting "Activate Unit" from the menu "VOLVO ON CALL".
Copyright © Volvo Car Corporation 2008

The **Main** menu has the following options:

- Volvo On Call
  - Activate Unit
  - Deactivate Unit
- Customer Administration
  - Update Customer
  - Delete Customer Data
- Help
  - Change Login Password
  - Documentation
  - About
- Logout

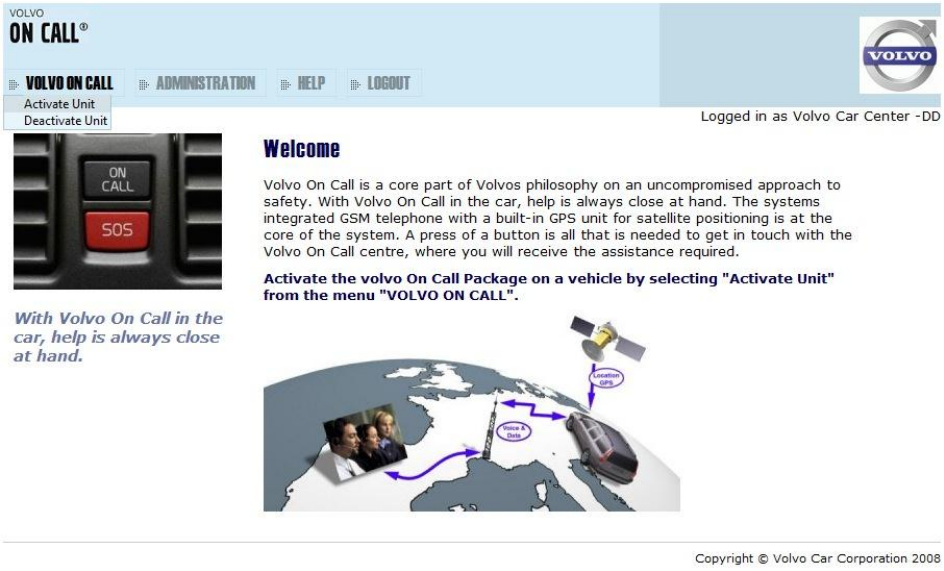
Activating the unit

The Volvo On Call services are standard for 2 years when a customer purchases a Volvo On Call equipped vehicle. When you activate the unit in the vehicle the services are enabled, allowing the customer access to them.

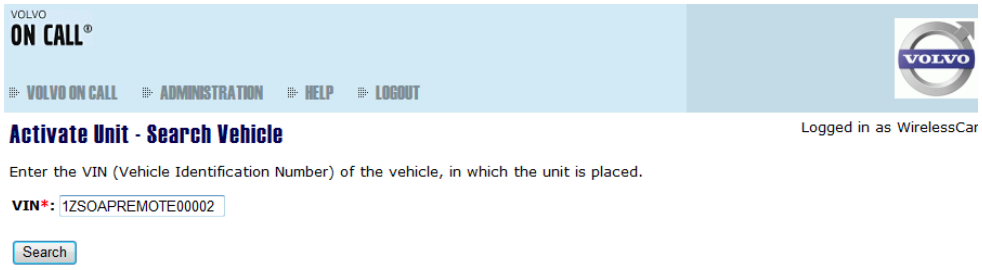
Activating Volvo On Call services

The following steps should be performed before the customer retrieves the vehicle.

▶ **To activate the unit**


VOLVO
ON CALL®
VOLVO ON CALL
ADMINISTRATION
HELP
LOGOUT
Activate Unit
Deactivate Unit
Logged in as Volvo Car Center -DD
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Welcome
Volvo On Call is a core part of Volvos philosophy on an uncompromised approach to safety. With Volvo On Call in the car, help is always close at hand. The systems integrated GSM telephone with a built-in GPS unit for satellite positioning is at the core of the system. A press of a button is all that is needed to get in touch with the Volvo On Call centre, where you will receive the assistance required.
Activate the volvo On Call Package on a vehicle by selecting "Activate Unit" from the menu "VOLVO ON CALL".
Copyright © Volvo Car Corporation 2008

1. On the **Main** menu, point to **Volvo On Call** and then click **Activate Unit**.



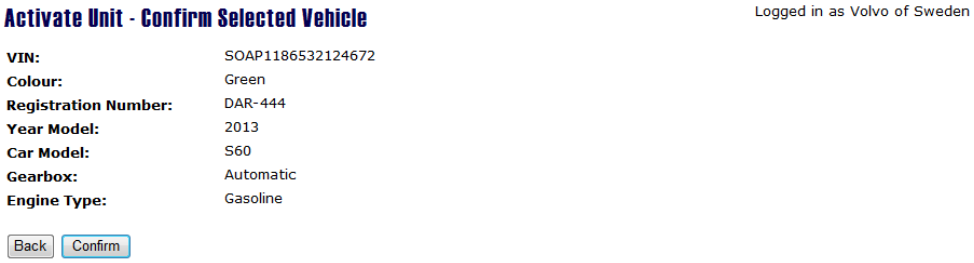
2. Type the vehicle's VIN (Vehicle Identification Number).
3. Click **Search**.

   If the vehicle details are found, and there is more than one match, the search result is displayed in a list.

   Note! If the vehicle's Volvo On Call lifetime has expired, the vehicle will not be included in the search results. The Volvo On Call lifetime expires 10 years after the vehicle is manufactured.

   Note! If the vehicle is registered to a customer, and the vehicle's registration market – or country – differs from the country that your dealer account is associated to, the vehicle will not be returned in the search results.

   Contact the dealer helpdesk if you need assistance with your search.
4. Optional: Click on a row to select the desired vehicle.



5. If the selected vehicle is the right one, click **Confirm**.

   A page is displayed where you must verify the vehicle's registration number and enter information about the customer (fields marked with * are mandatory).

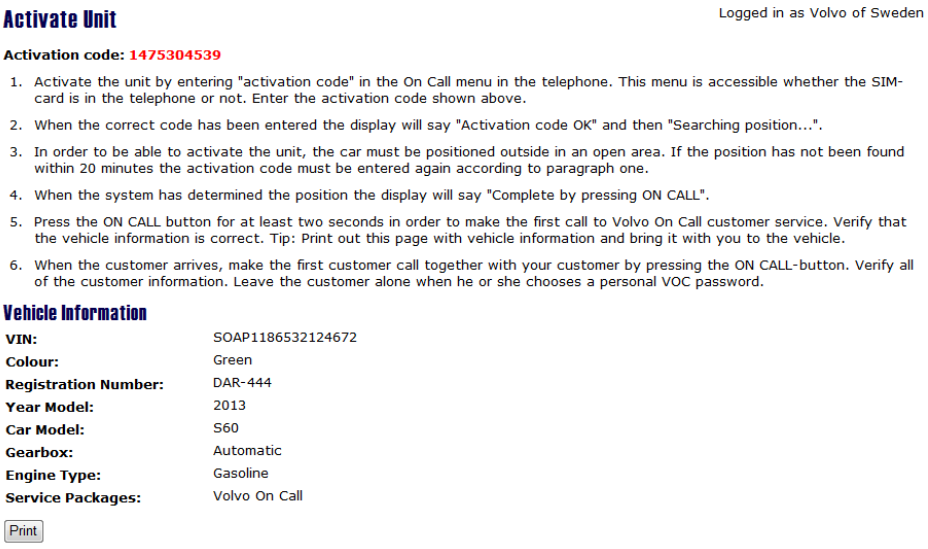
   Note! Email is a required field for all new Volvo On Call customers. This is to assure that new customers who have created, or will create a Volvo ID, can successfully be matched as a Volvo owner when they use their new VolvoID to log into the mobile app.

   Note! New address fields – State/District, City, and Postal code – have been added. This is to enable the future mapping of address data between multiple Volvo systems. Please limit the use of the "generic" address fields and enter values for all required fields.

6. Verify and enter the required information. This information is necessary to ensure the highest level of service, and enables the Volvo On Call customer service centre to confirm the customer's identity

Note! If necessary scroll down by using the scroll-bar to the right.

7. **Optional:** In the field **Additional information**, enter other relevant information.
8. Click **Preview**.
9. If all information is correct, click **Save**.


Activate Unit
Logged in as Volvo of Sweden
Activation code: 1475304539
1. Activate the unit by entering "activation code" in the On Call menu in the telephone. This menu is accessible whether the SIM-card is in the telephone or not. Enter the activation code shown above.
2. When the correct code has been entered the display will say "Activation code OK" and then "Searching position...".
3. In order to be able to activate the unit, the car must be positioned outside in an open area. If the position has not been found within 20 minutes the activation code must be entered again according to paragraph one.
4. When the system has determined the position the display will say "Complete by pressing ON CALL".
5. Press the ON CALL button for at least two seconds in order to make the first call to Volvo On Call customer service. Verify that the vehicle information is correct. Tip: Print out this page with vehicle information and bring it with you to the vehicle.
6. When the customer arrives, make the first customer call together with your customer by pressing the ON CALL-button. Verify all of the customer information. Leave the customer alone when he or she chooses a personal VOC password.
Vehicle Information
VIN: SOAP1186532124672
Colour: Green
Registration Number: DAR-444
Year Model: 2013
Car Model: S60
Gearbox: Automatic
Engine Type: Gasoline
Service Packages: Volvo On Call
Print

A page is displayed, providing the activation code and instructions about the pre-delivery procedure and how you activate the unit (subscription) in the vehicle.

10. Click **Print**.
11. Go to the vehicle and follow the printed instructions to activate the unit.

Note! The customer must make the activation call (On Call).

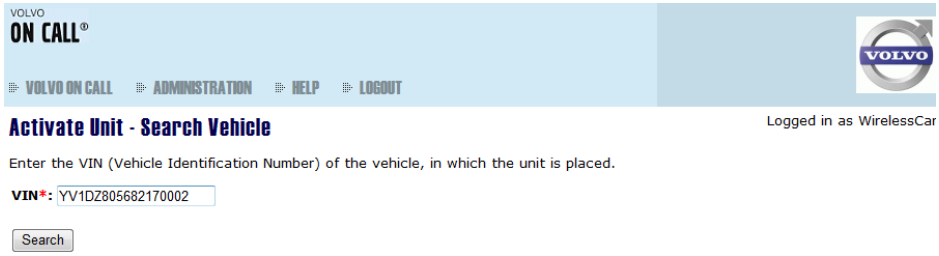
Deactivating the unit

When you deactivate the unit in the vehicle the customer's Volvo On Call subscription is removed.

▶ **To deactivate the unit**

VOLVO
ON CALL®
VOLVO ON CALL
ADMINISTRATION
HELP
LOGOUT
Activate Unit
Deactivate Unit
Logged in as Volvo Car Center -DD
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Welcome
Volvo On Call is a core part of Volvos philosophy on an uncompromised approach to safety. With Volvo On Call in the car, help is always close at hand. The systems integrated GSM telephone with a built-in GPS unit for satellite positioning is at the core of the system. A press of a button is all that is needed to get in touch with the Volvo On Call centre, where you will receive the assistance required.
Activate the volvo On Call Package on a vehicle by selecting "Activate Unit" from the menu "VOLVO ON CALL".
Copyright © Volvo Car Corporation 2008

1. On the **Main** menu, point to **Volvo On Call**, and then click **Deactivate Unit**.



2. Type the vehicle's VIN (Vehicle Identification Number).
3. Click **Search**.

If the vehicle details are found, and there is more than one match, the search result is displayed in a list.

Note! If the vehicle's Volvo On Call lifetime has expired, the vehicle will not be included in the search results. The Volvo On Call lifetime expires 10 years after the vehicle is manufactured.

Contact the dealer helpdesk if you need assistance with your search.

4. Optional: Click on a row to select the desired vehicle.

5. If the selected vehicle is the right one, click **Confirm**.

A page is displayed, providing the unit deactivation code and instructions for deactivating the unit in the vehicle.

6. Click **Print**.
7. Go to the vehicle and follow the printed instructions to deactivate the unit.

Updating customer information

Use the Update Customer option if you wish to change any contact information for an existing customer. You may also use the Update Customer option if you wish to change the contact information to that of the new owner of the vehicle.

▶ To update customer information

VOLVO
ON CALL®
VOLVO ON CALL
ADMINISTRATION
HELP
LOGOUT
Update Customer
Delete Customer Data
Show expiring subscriptions
Logged in as Xaviar Volvo Leeds
ON CALL
SOS
With Volvo On Call in the car, help is always close at hand.
Welcome
Volvo On Call is a core part of Volvos philosophy on an uncompromised approach to safety. With Volvo On Call in the car, help is always close at hand. The systems integrated GSM telephone with a built-in GPS unit for satellite positioning is at the core of the system. A press of a button is all that is needed to get in touch with the Volvo On Call centre, where you will receive the assistance required.
Activate the volvo On Call Package on a vehicle by selecting "Activate Unit" from the menu "VOLVO ON CALL".
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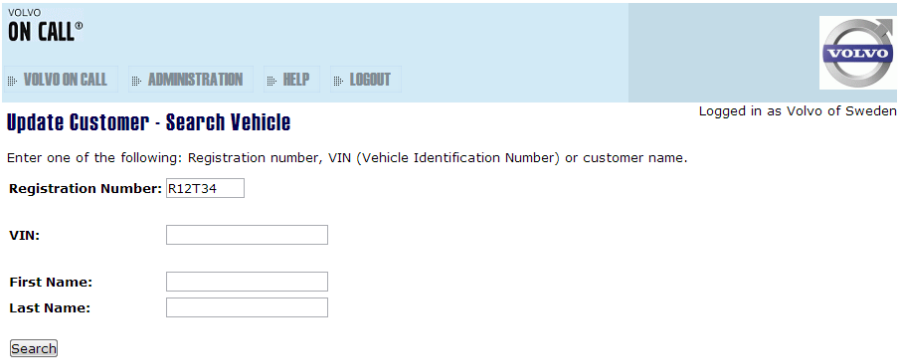
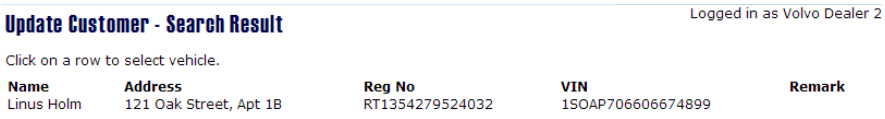
1. On the **Main** menu, point to **Administration**, and then click **Update Customer**.



2. Type search criteria in any of the search fields.
3. Click **Search**.

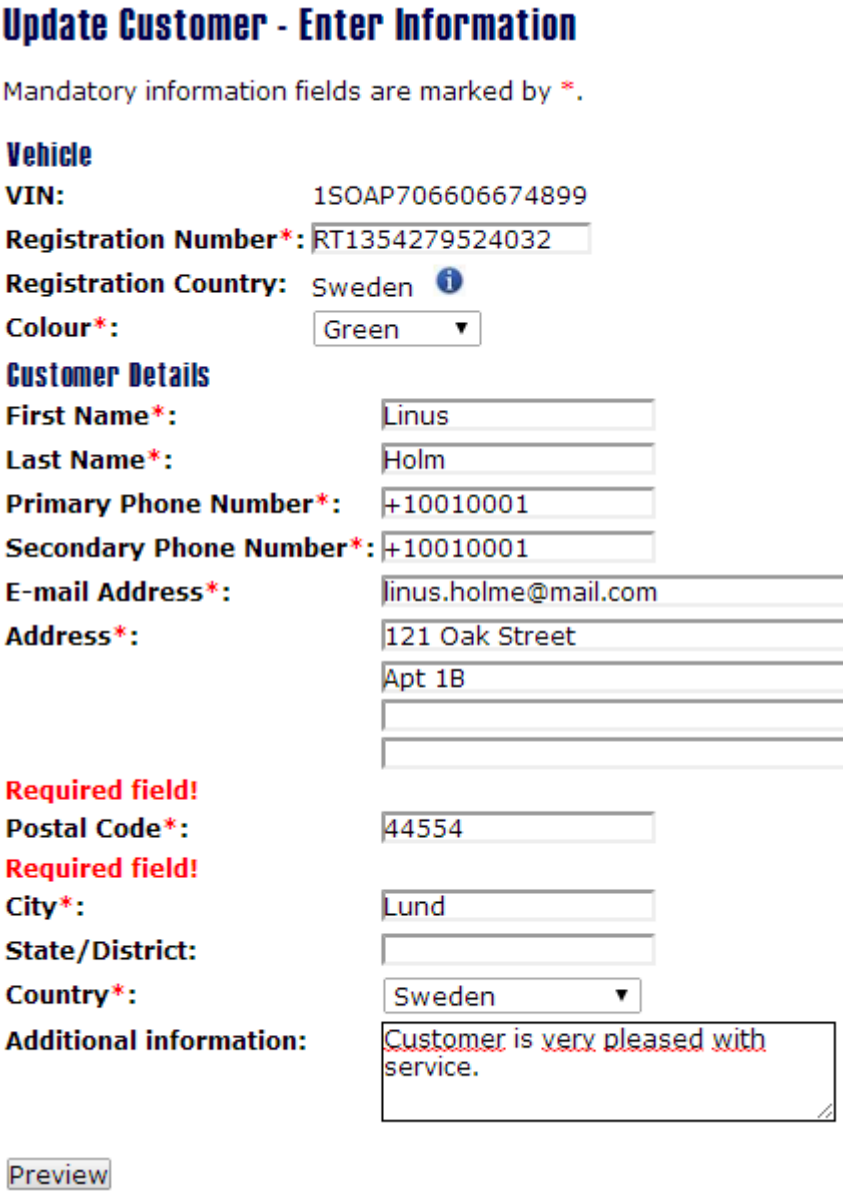
   If the vehicle details are found, and there is more than one match, the search result is displayed in a list.

   Note! If the vehicle is registered to a customer, and the vehicle's registration market – or country – differs from the country that your dealer account is associated to, the vehicle will not be returned in the search results.



   Contact the dealer helpdesk if you need assistance with your search.

4. Optional: Click on a row to select the desired vehicle/customer.



A form is displayed where you can review or update vehicle and customer information

Note! If necessary, scroll down by using the scroll-bar to the right.

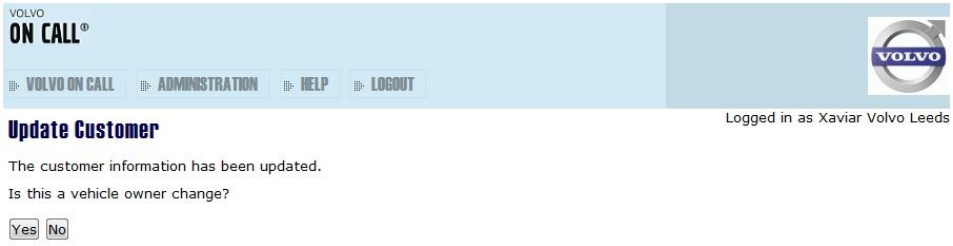
5. Update the information (fields marked with * are mandatory).

   Note! Email is a required field for all new Volvo On Call customers. This is to assure that new customers who have created, or will create a Volvo ID, can successfully be matched as a Volvo owner when they use their new VolvoID to log into the mobile app.

   Note! New address fields – State/District, City, and Postal code – have been added. This is to enable the future mapping of address data between multiple Volvo systems. Please limit the use of the "generic" address fields.

6. Click **Preview**.

7. If all information is correct, click **Save**. The system indicates that the changes have been saved and asks you to confirm if the edits were due to a change of ownership.



If the changes to the customer data constitute a change of ownership, choose *Yes*.

If you choose *Yes*, the new customer data will be saved. The previous customer related data, including the old customer password, the customer's Volvo On Call service history, journal log entries and any remote access accounts are removed. This is to ensure that the new vehicle owner cannot access any of the previous vehicle owner's activities and personal information.

The following confirmation will be displayed.

You will need to go to the vehicle with the new customer and perform an On Call so that the customer can choose a new password

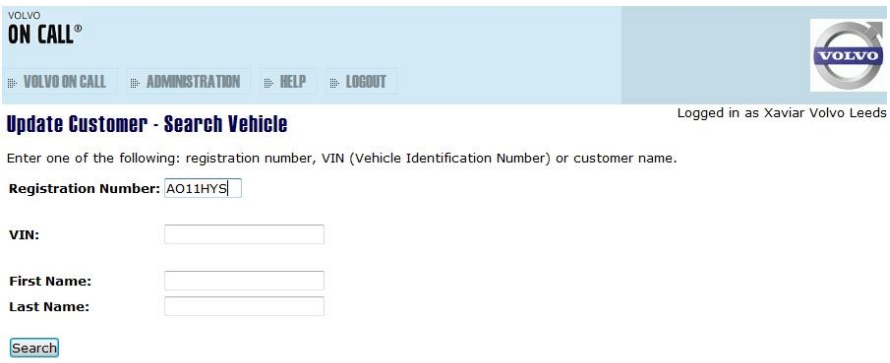
If you choose No, the customer data is simply updated with the entered changes.

Deleting a PIN

Use the **Update Customer** option if you wish to enable a PIN change for a customer. You may need to do this if the customer does not remember the PIN code for the Volvo On Call services. After the PIN code has been removed, a Volvo On Call call center agent can assist the customer with assigning a new PIN. To obtain this assistance, the customer should press the On Call button in the vehicle.

▶ To reset a PIN code

1. On the **Main** menu, point to **Administration**, and then click **Update Customer**.



2. Type search criteria in any of the search fields.
3. Click **Search**.

   If the vehicle details are found, and there is more than one match, the search result is displayed in a list.

   Note! If the vehicle is registered to a customer, and the vehicle's registration market – or country – differs from the country that your dealer account is associated to, the vehicle will not be returned in the search results.

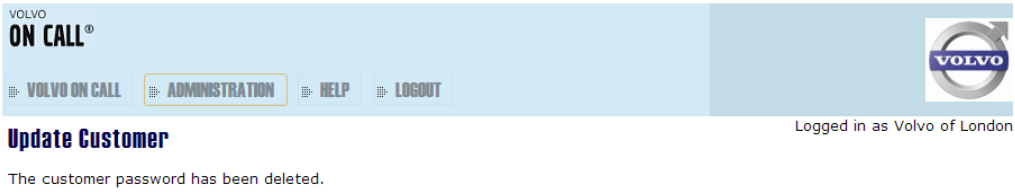
   Contact the dealer helpdesk if you need assistance with your search.
4. Optional: Click on a row to select the desired vehicle/customer.

A form is displayed where you can review or update vehicle and customer information. If the password has been set, the form will include a section called **Customer PIN Code** and a button that enables the removal of the PIN.

Note! If necessary, scroll down by using the scroll-bar to the right.

5. Click **Delete customer password**
6. Press OK in the pop-up dialogue to confirm that you want to remove the PIN code.

   A confirmation that the PIN has been removed is displayed.



The customer can now use the On Call button in the vehicle to request assistance with a new PIN code.

Deleting customer data

You may use the Delete customer data option if you wish to remove the customer contact information from a specific vehicle. You may wish to do this when a used vehicle currently has no owner. When you delete the customer data, you also remove the old customer password, the customer's Volvo On Call service history, journal log entries as well as any remote access accounts.

▶ **To delete the customer data**

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Activate the volvo On Call Package on a vehicle by selecting "Activate Unit" from the menu "VOLVO ON CALL".
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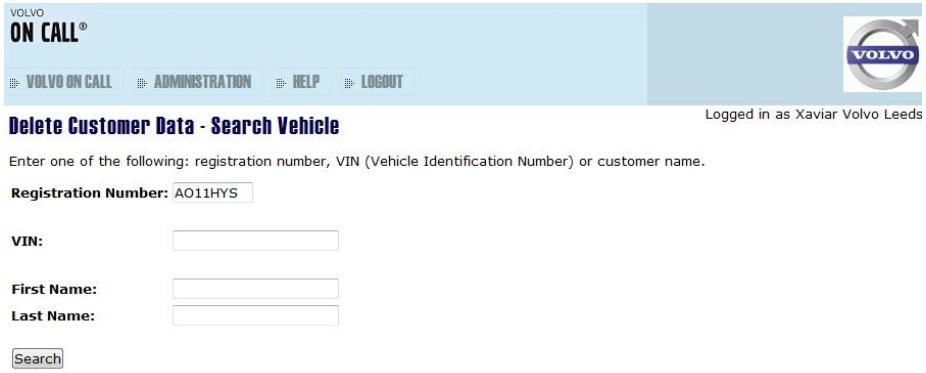
1. On the **Main** menu, point to **Customer Administration**, and then click **Update Customer**.

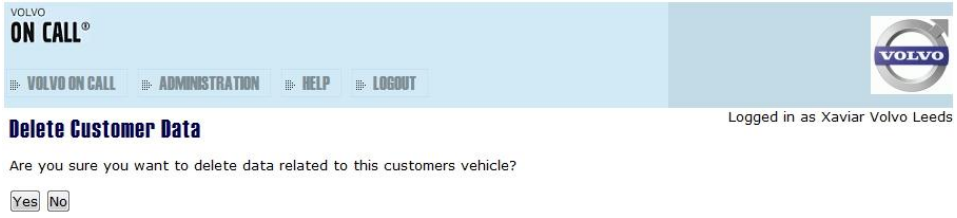


2. Type search criteria in any of the search fields.
3. Click **Search**.

   If the vehicle details are found, and there is more than one match, the search result is displayed in a list.

   Note! If the vehicle is registered to a customer, and the vehicle's registration market – or country – differs from the country that your dealer account is associated to, the vehicle will not be returned in the search results. It will only be possible for a dealer in the vehicle's current registration country to delete the customer relation with the vehicle.

   Contact the dealer helpdesk if you need assistance with your search.
4. Optional: Click on a row to select the desired vehicle/customer. You are presented with a confirmation.



5. Click **Yes** to delete the customer data Otherwise click **No**.

   You receive a confirmation that the customer has been deleted. The customer password, any journal log entries, customer service history and remote access accounts are removed.

Show subscriptions

If you should need to assist a customer with a subscription enquiry, it is possible to search for information by selecting the Show subscriptions option under Administration on the main menu. You will be able to search for and view subscription information for all vehicles registered in your market.

▶ **To show subscription information**

1. On the **Main** menu, point to **Administration**, and then click **Show Subscriptions** option.
2. Type search criteria in any, or all, of the search fields.

   Note! At least one of the search criteria – a registration number, first name or last name – is required.
3. Click **Search**.

   A list is displayed where you can see the subscription expiry dates for one or more search results that match the entered search criteria.

   Note! A maximum of 30 results are returned. You will need to refine your search in order to reduce the number of results returned.
4. Select one of the search results by clicking on the row. The vehicle, customer, and subscription details are visible.

Prolonging subscriptions

Prior to Spring 2012, the Dealer Portal contained functionality that enabled dealers to prolong customer's Volvo On Call subscriptions. This functionality has been removed due to the decision that all VOC subscription renewals should be purchased as accessories. Please use the tool used to make accessory purchases when a customer wishes to prolong his subscription.

VOC Dealer Portal help

Changing login password

▶ **To change your login password**

VOLVO
ON CALL®
VOLVO ON CALL
ADMINISTRATION
HELP
LOGOUT
Change login password
Documentation
About
Logged in as Volvo Car Center -DD
ON CALL
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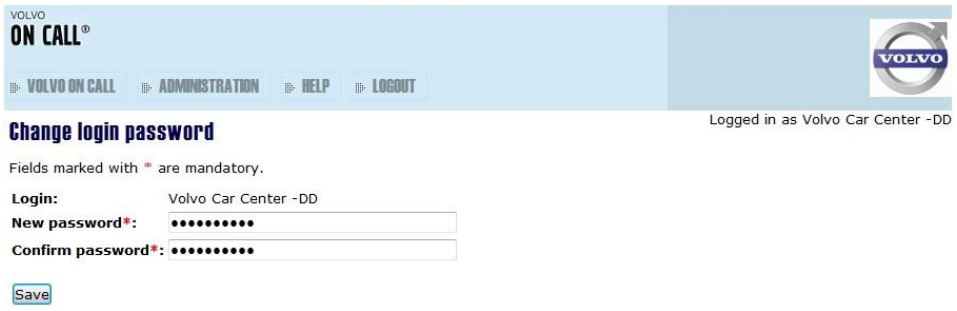
1. On the **Main** menu, point to **Help**, and then click **Change Login Password**.



A page is displayed where you can change your login password.

1. Type and confirm your new login password (at least 6 characters).
2. Click **Save**.

You receive a confirmation that your password has been changed.

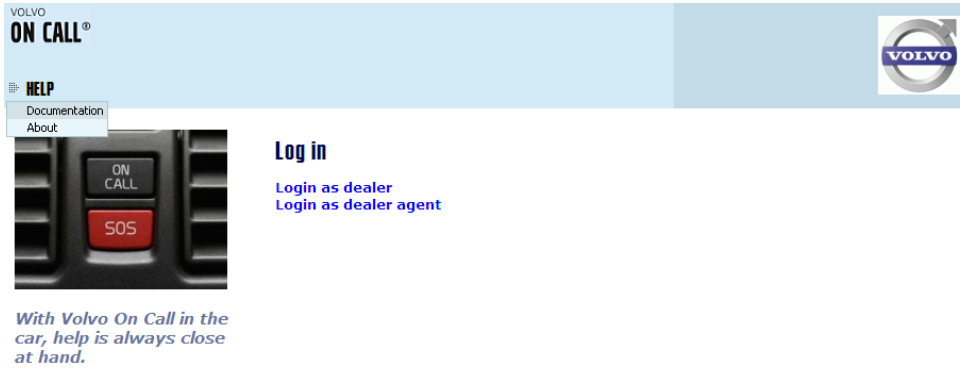
Finding help during signup and login

User documentation

When you are using the VOC Dealer Portal, you can always find user-related documentation, for example this guide. You can also view the current version of the VOC Dealer Portal.

▶ **To view user documentation from the login page**

1. Open the VOC Dealer Portal at https://voc.wirelesscar.net/voc.

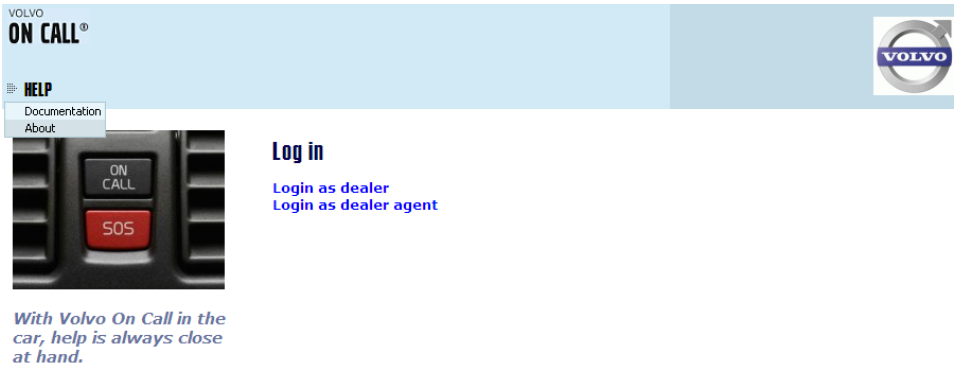


   The VOC Dealer Portal sign up or login page is displayed.

2. In the upper left corner, point to **HELP**, and then click **Documentation**. The portal related documentation is displayed.

VOC Dealer Portal version

▶ **To view the VOC Dealer Portal version from the login page**



1. On the **Main** menu, point to **Help**, and then click **About**.

A dialog box is displayed, showing the VOC Dealer Portal Version.

2. Click **OK** to close the dialog box.

Finding help after login

User documentation

▶ **To view user documentation after login after login**

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3. On the **Main** menu, point to **Help**, and then click **Documentation**. The portal related documentation is displayed.

VOC Dealer Portal version

▶ **To view the VOC Dealer Portal version after login**

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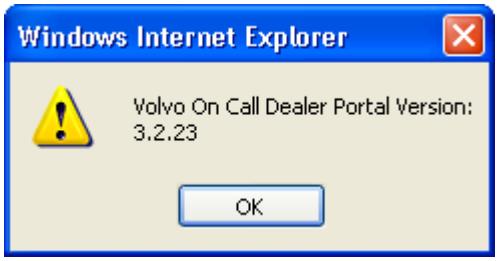
1. On the **Main** menu, point to **Help**, and then click **About**.



A dialog box is displayed, showing the VOC Dealer Portal Version.

2. Click **OK** to close the dialog box.